

Inverness, Badenoch & Strathspey Citizens Advice Bureau

POST Outreach Adviser

Inverness, Badenoch & Strathspey
Citizens Advice Bureau



Post Available

Job Title: Outreach Adviser
Location: Union Street, Inverness
Hours/Days per week: Up to 21hrs per week
Type of contract: Permanent
Salary: (IBS Grade 5, Point 20) - **£25,720** per annum (pro rata)

The Application Process

Closing Date: 5pm on 24th April 2025
Interviews: TBA
Email applications to: hr@invernesscab.org

The successful applicant will cover our Inverness Foodstuff outreach clinics.

Applicants must have a good general knowledge of Level 1 benefits, housing and money advice in order to deliver a high-quality outreach service.

All applicants must be able to manage their time effectively

About Us

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 80 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decision and feel empowered to improve their personal circumstance.

Inverness, Badenoch & Strathspey Citizens Advice Bureau is an equal opportunities employer.
Registered Charity No. SC136118

Outreach Adviser

Job Description and Person Specification

JOB DESCRIPTION

Key work areas and tasks:

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the relevant Quality of Advice Standards at the appropriate level
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Assist with social policy work by providing information about clients' circumstances through the appropriate channel and making clients aware of social policy options.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and principals of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

- Understanding of and commitment to the aims and principles of the CAB service.
- Experience of giving advice on Welfare Rights, Housing, Employment and Money Advice issues.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards and manage own time effectively.
- Effective written and oral communication skills with particular emphasis on negotiating.
- Understanding of the issues involved in interviewing clients and ability to engage sensitively and non-judgmentally with clients from a wide variety of backgrounds and circumstances.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.
- Willingness to learn and develop skills across the range of advice topics.
- Ability to research, analyse and interpret complex information.
- Numeracy skills required to understand statistics and check calculations.